IN THE CLAIMS

Please amend Claims 1-14. The following is a complete listing of the claims in this application, reflects all changes currently being made to the claims, and replaces all earlier versions and all earlier listings of the claims:

1. (Currently Amended) A method for network management comprising:

~~accessing a program; said program enabling access to multiple subprograms;~~

tracking changes to a plurality of components ~~using said program~~ in one or more networks through a network management engine;

modifying tracking information for tracking the plurality of components using said network management engine; ~~program; and~~

~~updating~~ implementing tracking modifications made through said network management engine ~~program~~ on[[to]] ~~a~~ the one or more networks; ~~wherein said updating may be fully automated.~~

detecting a failing component based at least in part on said tracking changes and generating a problem ticket in response to the detecting, wherein the problem ticket comprises information related to the failing component;

determining an owning group of the failing component and routing the problem ticket to the owning group; and

tracking repair status information for repairing the failing component and comparing the repair status information to a pre-established service level agreement

specifying a level of service expected for repair of the failing component by the owning group.

2. (Currently Amended) A method according to Claim 1, wherein the tracking changes, the modifying tracking information, and ~~updating~~ the implementing tracking modifications occurs automatically, manually, or through a combination of automatic and manual actions ~~may be configured to be automatic and manual~~.

3. (Currently Amended) The method of Claim 1 further comprising:

us[[e]]ing ~~of~~ said ~~program~~ network management engine to change one or more components of said plurality of components;

wherein said us[[e]]ing occurs automatically, manually, or through a combination of automatic and manual actions ~~of said program may be configured to be automatic and manual~~.

4. (Currently Amended) The method of Claim 1 wherein one or more of said plurality of components ~~may be~~ is available to users on said one or more networks.

5. (Currently Amended) The method of Claim 3 wherein said changes to said plurality of components ~~may include:~~ comprises at least one of adding, dividing, multiplying, recompiling, recoding and removal of a component.

6. (Currently Amended) A method for tracking a component~~; said method~~ comprising ~~a program configured for~~:

receiving changes to said component at a network management engine;

tracking said changes to said component; ~~and~~

generating network management information related to said component and said tracking changes;

~~wherein receiving changes, tracking changes and generating information may be fully automated~~.

detecting that the component is failing based at least in part on said tracking changes and generating a problem ticket in response to the detecting, wherein the problem ticket comprises information related to the failing component;

determining an owning group of the failing component and routing the problem ticket to the owning group; and

tracking repair status information for repairing the failing component and comparing the repair status information to a pre-established service level agreement specifying a level of service expected for repair of the failing component by the owning group.

7. (Currently Amended) A method according to Claim 6, wherein generating network management information ~~may~~ includes assigning metrics to said changes.

8. (Currently Amended) A method according to Claim 7, wherein said assignment of metrics occurs automatically, manually, or through a combination of automatic and manual actions ~~is configured to be manual and automated~~.

9. (Currently Amended) A network management system that comprises:

a mechanism for accessing a ~~program~~ network management engine;

a mechanism for tracking changes to a plurality of components in one or more networks through ~~using~~ said ~~program~~ network management engine;

a mechanism for modifying tracking information for tracking the plurality of components using said ~~program~~ network management engine; and

a mechanism for ~~updating~~ implementing tracking modifications made through said ~~program~~ network management engine on[[to]] [[a]] the one or more networks; ~~wherein said updating may be fully automated.~~

a mechanism for detecting a failing component based at least in part on said tracking changes;

a mechanism for generating a problem ticket in response to the detecting, wherein the problem ticket comprises information related to the failing component;

a mechanism for determining an owning group of the failing component and routing the problem ticket to the owning group; and

a mechanism for tracking repair status information for repairing the failing component and comparing the repair status information to a pre-established service level agreement specifying a level of service expected for repair of the failing component by the owning group.

10. (Currently Amended) The system according to Claim 9, wherein said mechanisms function automatically, manually, or through a combination of automatic and manual actions ~~for accessing a program, tracking changes, and modifying tracking information may be configured to be automatic and manual~~.

11. (Currently Amended) The system of Claim 9 wherein said ~~program~~ network management engine ~~may be~~ is configured to provide access to multiple subprograms.

12. (Currently Amended) The system of Claim 9 further comprising:

a mechanism for us[[e]]ing ~~of~~ said ~~program~~ network management engine to track information related to the changes in one or more components of said plurality of components; wherein said mechanism for tracking functions automatically, manually, or through a combination of automatic and manual actions ~~may configured to be manual or automated~~.

13. (Currently Amended) The system of Claim 9 further comprising: ~~wherein said~~ a mechanism for making changes ~~further comprises:~~ to one or more components of said plurality of components,

wherein said changes to said plurality of components comprises at least one of ~~a mechanism for one of~~ adding, dividing, multiplying, recompiling, recoding and removal of a component.

14. (Currently Amended) A network management system that comprises:

a mechanism for receiving changes to a component at a network management engine;

a mechanism for tracking said changes to said component; ~~and~~

a mechanism for generating network management information related to said component and said tracking changes;

~~wherein receiving changes, tracking changes and generating information may be fully automated.~~

a mechanism for detecting that the component is failing based at least in part on said tracking changes;

a mechanism for generating a problem ticket in response to the detecting, wherein the problem ticket comprises information related to the failing component;

a mechanism for determining an owning group of the failing component and routing the problem ticket to the owning group; and

a mechanism for tracking repair status information for repairing the failing component and comparing the repair status information to a pre-established service level agreement specifying a level of service expected for repair of the failing component by the owning group.